

APPLICATIONS

Revised: ~~December 1, 2003~~[April 1, 2004](#)

B. EXPEDITED SERVICE FOR BASIC FOOD

Purpose: This section lists the emergent conditions needed to get benefits under the Washington Basic Food Program (Basic Food) within five days. This section also includes Basic Food expedited service requirements and certification procedures.

Effective December 1, 2003

WAC 388-406-0015 Can I get Basic Food right away?

1. When the department gets your Basic Food application, we look at your circumstances to see if you can get benefits within five calendar days. This is called "expedited service."
2. To get expedited service, you must provide proof of who you are and meet one of the following conditions:
 - a. Have gross monthly income, before taxes, minus exclusions as defined in WAC [388-450-0015](#), of under one hundred fifty dollars and have available cash one hundred dollars or less; or
 - b. Have gross monthly income, before taxes, minus exclusions as defined in WAC [388-450-0015](#), plus available cash of less than your total shelter costs (rent or mortgage and utilities); or
 - c. Be a destitute migrant or seasonal farm worker household, under WAC [388-406-0021](#), and your household's available cash is one hundred dollars or less.
3. To determine the amount of utilities we use to decide if you can get expedited services, we allow the appropriate utility allowance your AU is eligible for under WAC [388-450-0195](#).
4. If you are eligible for expedited service and are not required to have an office interview under WAC [388-452-0005](#), you can:
 - a. Have a telephone interview or a home visit; and
 - b. Still get benefits within five days.
5. If you are applying for Basic Food, "day one" of your five-day expedited service period starts on the:
 - a. Day after the date you filed your application; or
 - b. Date you are released from a public institution; or
 - c. Date of your interview if you:

- i. Waive your expedited interview and we decide you are eligible for expedited service during your rescheduled interview; or
 - ii. Were screened as ineligible for expedited service and we later decide you are eligible for the service during your interview; or
 - iii. Did not ask for expedited service on the application and we decide you are eligible for the service during your interview.
6. If you get expedited service, we give you benefits for one or two months depending on when you applied. If we need additional information to decide if you are eligible for continued benefits and you applied:
 - a. On or before the 15th of the month, you have up to thirty days from the date of application to give us the information; or
 - b. On or after the 16th of the month, you have until the end of the 2nd month to give us the information.
7. If you have received expedited service in the past, you can get this service again if you meet the requirements listed in subsection (2) above and you:
 - a. Gave us all the information we needed to prove eligibility for your last expedited service benefit period; or
 - b. Were certified under normal processing standards after your last expedited certification.
8. If you reapply before your certification period ends, you are not eligible for expedited service.
9. If you reapply after your certification period ends, your five-day expedited service period is the same as a new application.
10. If you are denied expedited service, you can ask for a department review of our decision. We review the decision within two working days.

Click on the Washington State Register (WSR) numbers below to go to the official filings for this WAC at the Washington State Code Reviser's web site.

Current Version: WSR [02-20-068](#), effective 10/31/02. ([Rev. #280](#))

Previous Version: WSR [01-18-036](#), effective 10/1/01. ([Rev. #161](#))

Previous Version: WSR [00-06-015](#), effective 4/1/00. ([Rev. #47](#))

Previous Version: WSR [99-16-024](#), effective 9/1/99. ([Rev. #26](#))

Previous Version: WSR [98-16-044](#), effective 9/1/98. Rev. 00 - Initial Distribution)

CLARIFYING INFORMATION

1. Applications received outside of service area

See [APPLICATIONS - Filing an application](#). - For information on filing an application and what to do when an office other than the CSO of

residence receives an application.

2. **Gross monthly income**

Food and Nutrition Services (FNS) defines “gross monthly income” as income before taxes less income that can be excluded. See WAC [388-450-0015](#) for excludable income.

EXAMPLE

Client applies for Basic Food and meets expedited service criteria. The client reports \$100 income from her parents and \$350 monthly income through Americorps. Since we exclude Americorps under [WAC 388-450-0045](#), the client's gross income is \$100. This client is eligible for expedited service.

3. **Request for Basic Food**

- a. A client requests Basic Food on the Application for Benefits (14-001) or the Eligibility Review (14-078) form by:
 - Checking either “Food” in question # 9; or
 - Checking “Other” in question # 9 and indicating they want or need food.

EXAMPLE 1

The client checks “Food” in question #9. Consider this a request for Basic Food.

EXAMPLE 2

The client checks “Other” in question #9 and indicates they need food. Consider this a request for Basic Food.

EXAMPLE 3

The client does not check either “Food” or “Other”, asking for food, in question #9. Do not consider this a request for Basic Food.

4. **When to screen for expedited service eligibility**

- a. We screen for expedited service on the day we receive the application or eligibility review and on the day of the interview.
- b. If we receive an application or eligibility review outside of normal business hours, we screen for expedited service on the next business day.

NOTE	Clients cannot waive being screened for expedited service. Clients can waive an appointment and interview for expedited service.
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5. **Screening for expedited service**

To screen an application for expedited service, we review:

- a. The client's answers to questions #10-14; and
- b. The information provided by the client to determine if the client meets

one of the Expedited Service criteria under [WAC 388-406-0015](#) (2).

EXAMPLE 1

Client checks “Food” in question # 9. The client’s answers to questions #10 - 14 appear to make the client eligible for Expedited Service. A further review of income sources and resources provided by the client supports this finding. Consider this a request for Basic Food and provide an Expedited Service appointment.

EXAMPLE 2

Client checks “Other” in question # 9 and writes; “I need food”. The client also provides information in one or more of the questions #10 -14 that appear to make the client eligible for an expedited appointment. A further review of income and resource information provided by the client supports this finding. Consider this a request for Basic Food and provide an Expedited Service appointment.

EXAMPLE 3

Client checks either “Food” or “Other” in question #9. The client’s answers to questions #10 –14 suggest that they may not meet Expedited Service criteria. A further review of income sources indicates that the client has income in excess of the Expedited Service criteria that you **cannot** exclude. Consider this a request for Basic Food.

- Deny Expedited Service (see [Denying Requests for Expedited Service](#)); and
- Process the case using regular processing standards.

6. Screening an institutionalized client for Expedited Service

- a. An institutionalized (e.g. hospitalized, jailed) person is not eligible for Basic Food.
- b. If an institutionalized person submits an application for Basic Food, we deny the application for Basic Food **unless** the client will be released from the institution within 30 days of submitting their application.
- c. If the client will be released from the institution within 30 days of submitting their application, use the date of release from the institution as the date of request and as the expedited service start date.

- i. If the client is eligible for expedited service, interview them within five calendar days of the date of request (see [Service Begin Date chart](#)); and
- ii. If the client is eligible for Basic Food, issue their benefits within five calendar days of the date of request (see [Service Begin Date chart](#)).

EXAMPLE

Client files an application on May 6th. The client is in the hospital and is not eligible for Basic Food until released from the hospital on May 16th. The date of request for Basic Food is May 16th; the date the hospital releases the client. The client's answers to questions #10-14 suggest that they meet Expedited Service criteria. Further review of the information provided by the client supports this finding. Because the client must get an expedited interview within five calendar days of the date of request, we must interview the client and issue benefits by May 21st.

7. Destitute migrant or seasonal farmworkers

To determine if a client is a destitute migrant or seasonal farmworker use WAC [388-406-0021](#), then see WAC [388-450-0230](#) for information about budgeting income in the month of application.

8. Screening for Expedited Service at the interview

- a. Screen **all** Basic Food applications for expedited service at the interview even if the client was not eligible at the initial screening or was denied Expedited Service at the initial screening. Do not count income excluded under WAC [388-450-0015](#).
- b. At initial screening a client can meet the expedited criteria and be eligible for an expedited interview, but still not be eligible for expedited issuance based on information provided on the application and at the interview.

EXAMPLE

A 3-person AU applied on August 1st and reported anticipated income of \$500 for the month, plus rent of \$450 and SUA. An expedited interview is scheduled. At the interview, you find out that the client has anticipated income of \$1,000. Since this amount is greater than rent plus SUA the client is not eligible for expedited issuance. Process this application as a non-expedited application.

9. Denying Requests for Expedited Service

If an AU is not eligible for an expedited appointment:

- a. Tell them that they will not get an expedited appointment but will get a regular appointment; and
- b. Explain how to get a department review of the decision (see WAC [388-406-0015](#) section 10).

10. Two Parts of Expedited Service

Interview and **Issuance** are two separate parts of expedited service. Both parts must be completed within **five calendar** days:

- Of the date of filing; or
- Of the date of discovery if eligibility for expedited service is determined after the date of filing (see [Service Begin Date chart](#)).

a. Expedited Interview

- i. An AU who is eligible for expedited service must have an interview within five calendar days of the date of filing (see [Service Begin Date chart](#)).

EXAMPLE

The client files an application on Monday, **May 6th** and meets expedited service criteria. Day five falls on a Saturday, so we must interview the client by Friday, May 10th. If the client is eligible for Basic Food see **Expedited Issuance** below.

- ii. A client can be eligible for an expedited interview and not be eligible for Basic Food based on information provided at the interview.

b. Expedited Issuance

A client who meets expedited criteria and is determined eligible for Basic Food must get expedited benefits within five calendar days of the date of filing or date of discovery (see [Service Begin Date chart](#)).

EXAMPLE 1

The client files an application on **May 6th** and meets expedited service criteria. The client is interviewed on Friday, May 10th and is eligible for Basic Food. We issue benefits so the client has access to Basic Food on May 10th (the fourth day because the fifth day is a Saturday).

EXAMPLE 2

The client applies and appears to meet expedited criteria. The client is interviewed

within five calendar days of the application filing date. During the interview, we discover the client is not eligible for expedited issuance. We tell the client they are not eligible for expedited service and can request a department review of our decision. Use normal processing rules to complete application (see [Worker Responsibilities Denying Expedited Services](#)).

11. Same Day Service

- a. Whenever possible clients who apply in person and meet expedited service criteria should be interviewed the same day the application is received.
- b. If they are eligible for Basic Food the client should be issued benefits the same day.
- c. Except for identification, verification that is not available at the time of the interview should be postponed (see [Postponed Verification section](#) for more information).

12. Alternate Cardholder

a. An alternate cardholder can get an EBT card and PIN at the CSO any time during the Basic Food application process.

a.b. The CSO can activate the alternate cardholder's card after the head of household EBT card is activated in the Citibank system (usually within 24 hours of authorization).

13. Required Verification for Expedited Service

- a. Verification of identity of the applicant (and alternate cardholder if the head of household is not at the interview) is the **only** required verification for expedited service.
- b. Identity can be verified with available documents or through a collateral contact. A collateral contact is an oral confirmation of a household's circumstances by a person outside the household. The collateral contact may be made either in person or over the telephone.
 - **All other verification can be postponed.** This includes but is not limited to income, shelter expenses, and utilities, etc. If verification of the client's circumstances is available online this information should be accessed for verification. (See Verification)
- c. Delay expedited service **only** when you cannot establish identity through documents or a collateral contact.

EXAMPLE

The client applies for Basic Food, meets expedited service criteria and is interviewed the same day. At the interview, the client states she does not have identification but previously received benefits in another state. We call the other state and ask them to fax a copy of the client's identification, which they say will take about a week. The client's boyfriend is at the interview with the client. Since the client's boyfriend lives outside of the client's household, ~~W~~we can take a collateral contact statement from the client's boyfriend as verification of the client's identity and issue benefits the same day. All other verification is postponed including further verification of client identity.

14. Postponed Verification

- a. A client who meets expedited criteria and is eligible for Basic Food can get benefits even though they do not have all the necessary verification to determine eligibility.
- b. Depending on the date of request, the client will get one month or two months of benefits.
- c. If we need additional information to decide if the client is eligible for continued benefits, and the client applied:
 - i. On or before the 15th of the month, they have 30 days from the date of application to provide the verification; or
 - ii. On or after the 16th of the month, they have until the end of the second month to provide the verification.

NOTE	If we requested verification and the client did not provide it within 10 days, deny the application. If the AU later provides verification, by the 30th day or the end of the 2nd month, reopen the case. Do not send another 10 day notice if the client provides only part of the verification.
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EXAMPLE 1

Client applies for Basic Food **May 6th** (on or before the 15th of the month), and meets expedited service criteria. Client is eligible for expedited Basic Food with postponed verification and benefits are issued for May only. Client must provide postponed verification by June 5th (the 30th day from the date of request for Basic Food) to be eligible for ongoing benefits.

EXAMPLE 2

Client applies for Basic Food **May 16th** and meets expedited service criteria. The client is eligible for expedited Basic Food with postponed verification and is issued Basic Food for May and June. Client must provide postponed verification by the end of the second month after the date of request for Basic Food (June 30th) to be eligible for ongoing benefits.

- d. It is possible for a client to receive expedited benefits and not be eligible for on-going Basic Food when the postponed verification is provided.

a.e. _____ A person who reapplies for Basic Food can get expedited service again if verification that was postponed from a previous expedited service application has been provided, **or** if the AU was subsequently certified under "normal" (non-expedited) processing standards.